

# RTITB MASTER DRIVER REGISTRATION SCHEME

## USER GUIDE V3.6.11



SETTING THE STANDARD

# MDRS

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## WHAT IS MDRS?

MDRS (Master Driver Registration Scheme) is the secure online database and recording system for all Driver CPC periodic training delivered by RTITB Master Driver Consortium (MDC) members.

MDRS is available for use by all MDC members 24 hours a day, 365 days a year.

MDC members pre-register all periodic training courses, download course documents and upload completed course information to MDRS. Data uploaded to MDRS by MDC members is stored and allows members to access a detailed summary of course content, dates of training, venues of training, results of assessments and provides detailed reports that allow users to monitor the standard of training delivered and plan future training needs ensuring drivers complete the required number of hours of training with the time required by Driver CPC regulations.

The driver training data correctly uploaded to MDRS is uploaded to the DSA (within the stipulated timescales) by the RTITB Master Driver Team and driver records/certificates of attendance despatched to the MDC member within 10 working days.

The MDRS fee is £6.95 + VAT per person per course and does not solely to cover the production of the certificates/ records of attendance. The £6.95+VAT also covers the use of the secure online database MDRS (maintenance and future development), the course materials provided as part of Master Driver Consortium membership (development and production), module delivery training, and administration briefing days.

## BENEFITS OF MDRS

- Enables employers to easily verify the number of hours of periodic training undertaken to date with Master Driver Consortium Members
- Enables drivers to easily obtain replacement receipts of training in the event of loss/damage to the originals
- Supports high quality training
- Enables employers to easily obtain further detailed information about periodic training course content
- Enables employers to plan periodic training to suit their business and resource needs
- A quality product developed from current training activities and industry engagement to a national standard
- Nationally branded and quality assured
- MDRS Assessments provide feedback and ensure training objectives are met
- Course attendance uploaded to DSA regardless of result of assessments
- No development costs
- Reduces the administrative burden associated with the delivery of periodic training
- Free advertising of MDC member courses on RTITB's course finder ([www.rtitb.co.uk/cpcsearch](http://www.rtitb.co.uk/cpcsearch))

## MDRS EVIDENCE OF TRAINING

The details of drivers' attending a Master Driver CPC training course will be uploaded to the DSA by the RTITB Master Driver Team having first been entered on to MDRS. The fee paid to the DSA for the upload is £1.25 per hour of periodic training and is VAT exempt.

There is an assessment at the conclusion of each of the 45 Master Driver CPC training courses. (The assessment is not a mandatory feature of periodic training regulations). Drivers who successfully achieve the 80% pass mark will receive a Master Driver Certificate of Training. (see page 19 for an example). Drivers that do not reach the required standard will receive a Receipt of Training (see page 20 for an example) and an assessment feedback report outlining the areas in which the driver did not demonstrate a full understanding. (see page 21 for an example).

The record of attendance is intended to be distinctly different in appearance and quality to that of the certificate so that there is a clear differentiation between a driver who passed the assessment and a driver who referred.

## MDRS TURNAROUND TIMES

Periodic training conducted by a member of the consortium must be uploaded to MDRS within 2 working days of course completion.

The Master Driver CPC Team will then upload the data to the DSA within a further 3 working days.

The DSA has stipulated that data must be uploaded to them within 5 working days of course completion.

Master Driver Certificates or receipts of training and feedback reports will be despatched to the consortium member's designated administration address within 10 working days of receipt of the correct course information/data.

## UPLOADING DATA TO MDRS (INTRODUCTION)

MDRS can be accessed via [www.rtitb.co.uk/mdrs](http://www.rtitb.co.uk/mdrs) or [www.mdrsandnors.co.uk](http://www.mdrsandnors.co.uk).

In order to access MDRS you must be a member of the Master Driver Consortium and have obtained a username and password from the Master Driver Team. You can contact the Master Driver Team by telephone on 01952 520200 (option 2, option 4) or by emailing [masterdrivercpc@rtitb.co.uk](mailto:masterdrivercpc@rtitb.co.uk). Usernames and passwords cannot be given out over the phone and must be requested by the main organisation contact name as entered on the MDC membership information form. There are different levels of access provided to users of MDRS.

Users will need regular access to an email address as this will be used to send confirmation of upload to DSA and query emails.

A step by step guide to uploading data to MDRS can be found in the following section. If after reading this you are still unsure please do not hesitate to contact the Master Driver Team who will be happy to offer assistance.

## UPLOADING DATA - A STEP BY STEP GUIDE

1. Please open your internet browser and enter [www.rtitb.co.uk/mdrs](http://www.rtitb.co.uk/mdrs) and ensure that your pop up blocker is disabled.

Tip – Internet Explorer 7 or above is required to use MDRS. We cannot guarantee complete functionality on other browsers such as Firefox or older versions of Internet Explorer. All pop up blockers must be turned off (including those on bespoke toolbars such as google) when using MDRS.

2. You will then see the following, please click on this to enter the log in screen



**Click here to register your MDRS candidates online now!**

## UPLOADING DATA - A STEP BY STEP GUIDE

- This screen will then appear, please enter your username and password in the relevant boxes (indicated by the arrow). The username is case sensitive so will need to be entered exactly as it appears on your username and password email from the MDRS team.



The screenshot shows the RTITB website interface. At the top is the RTITB logo with the tagline 'SETTING THE STANDARD'. Below the logo is a 'Nearest Organisation Search' section with a search bar and a 'Search' button. Further down is the 'NORS and Driver CPC Login' section, which includes a welcome message and fields for 'User name' and 'Password', followed by a 'Login' button. A footer note mentions copyright 2009 by Hager 100 Business Systems Ltd.

- You will then be taken to the following screen. Please note you will only see both icons if you are a Master Driver Consortium Member and RTITB Accredited Materials Handling training provider.

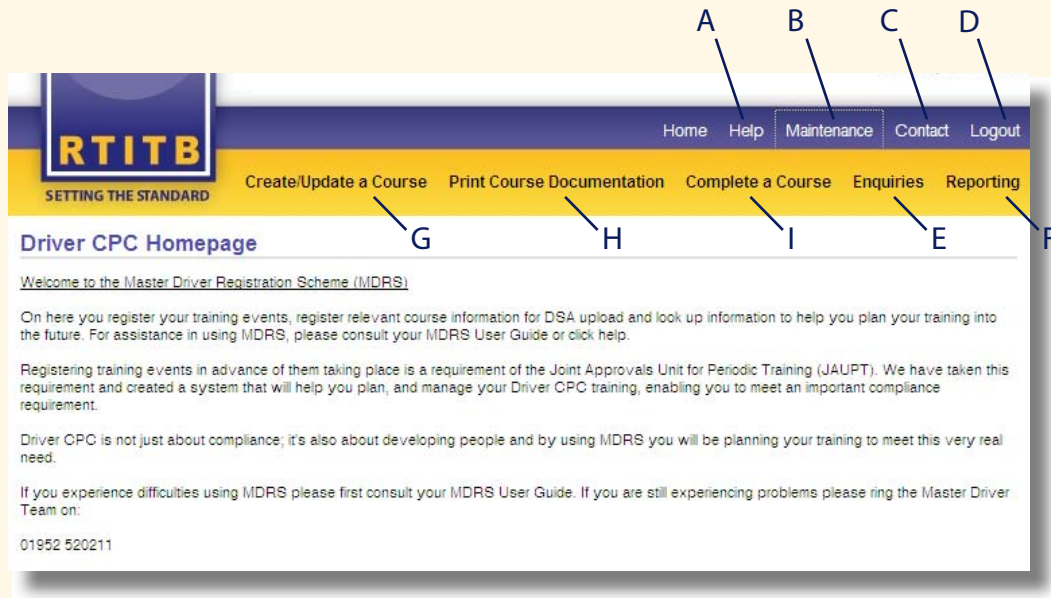


To enter MDRS you need to click this icon



## UPLOADING DATA - A STEP BY STEP GUIDE

5. You will then see the following screen with a number of different options running along the top blue and yellow bars relating to the type of data you are uploading. For an explanation of each please see the corresponding letter over the page.



### A – Help

The MDRS step by step guide to uploading data is available here.

### B – Maintenance

This allows you to securely manage the payment card you use for MDRS uploads.



### C – Contact

Contact details for the Master Driver Team appear here.

### D - Logout

This will end your session on MDRS

### E – Enquiries

Two options will appear, as shown on the right.



## UPLOADING DATA - A STEP BY STEP GUIDE

The completed courses screen will provide a list of all courses completed by your organisation; you can then view further details by selecting a course from the list.

The driver enquiry screen enables you to search by licence number for information about the periodic training undertaken with a consortium member by an individual driver. You cannot use this search function without the full licence number.

Enter the licence number and click "search". If the driver does not have a MDRS record the result will state "no drivers found". If the driver does have a record you will be taken to a screen showing the driver's details, employer details and training details.

### F – Reporting

This takes you to a series of online reports; drivers per course, drivers per working day, average feedback report. You can run these reports using various filters including instructor name, date range, course title. Simply click on the report icon and complete the required fields. Changing the filters will cause the page to automatically update with the results for that enquiry. Access to each of the reports can be restricted to designated users if required. To activate this service please contact the Master Driver Team.

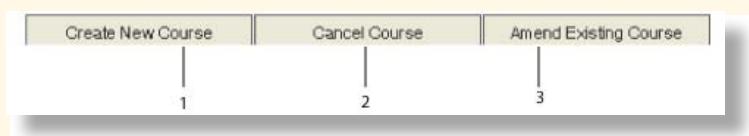


### G – Create/Update a Course

This button is used to pre-register a course or update course information prior to commencement. (Please note you cannot enter course results via this button).

All courses must be pre-registered with RTITB via MDRS at least 24 hours before commencement. All courses pre-registered on MDRS (by commercial training organisations) appear on the RTITB course finder and therefore it is beneficial to pre-register courses on MDRS as far in advance as possible. (For more information on RTITB course finder please go to page 24)

Once you have clicked "create/update a course" you will see a screen that includes the following 3 buttons

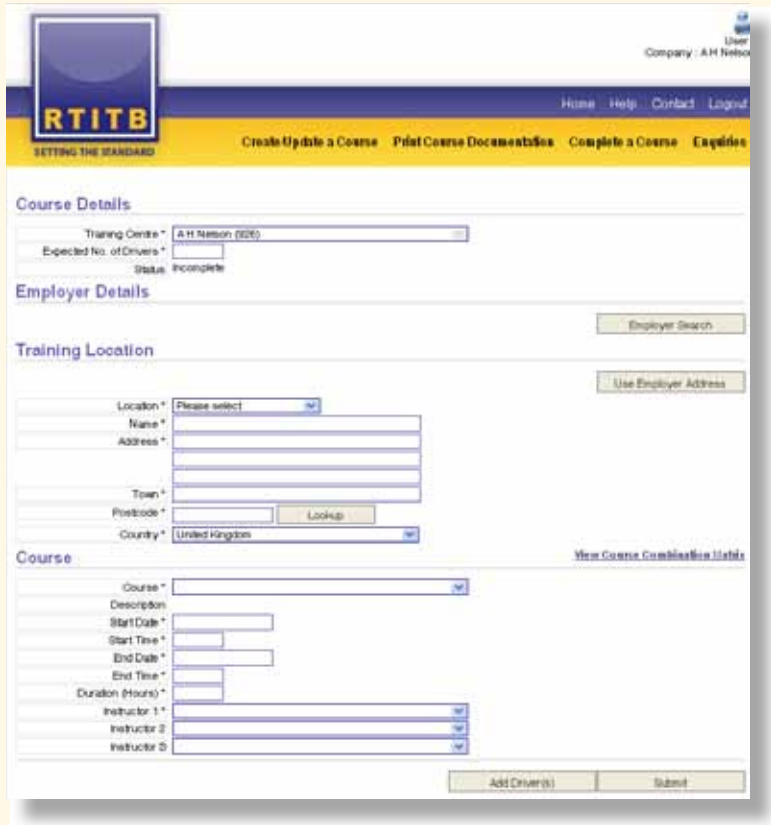




## UPLOADING DATA - A STEP BY STEP GUIDE

### G1 - Create New Course

This button is used to upload data about a planned course to MDRS. When you have clicked this button you will see the following screen



The screenshot shows the 'Create New Course' form in the MDRS system. The form is divided into several sections: 'Course Details', 'Employer Details', 'Training Location', and 'Course'. The 'Course Details' section includes fields for 'Training Centre' (set to 'A H Nelson (DEB)'), 'Expected No. of Drivers' (set to '1'), and 'Status' (set to 'Incomplete'). The 'Employer Details' section has an 'Employer Search' button. The 'Training Location' section includes fields for 'Location' (set to 'Please select'), 'Name', 'Address', 'Town', 'Postcode' (with a 'Lookup' button), and 'Country' (set to 'United Kingdom'). The 'Course' section includes fields for 'Course' (set to 'Please select'), 'Description', 'Start Date', 'Start Time', 'End Date', 'End Time', 'Duration (Hours)', 'Instructor 1', 'Instructor 2', and 'Instructor 3'. There are 'Add Driver(s)' and 'Submit' buttons at the bottom right.

**G1a)** The training centre field can be selected if you have an administrator password. In this case you will be able to choose the relevant depot/site conducting the periodic training.

If you only have one site or if your password is linked to one site only you will not be able to change this field.

**G1b)** The next field is the expected number of drivers for the course you are pre-registering. If you are unsure please enter an estimate, the maximum number of drivers per Master Driver Modular course is 12. Other courses will have different maximums.

**G1c)** Adding the employer details is optional at this stage. If you are carrying out training for a number of employers on one course you will need to enter the employer details when entering the course results (after course completion). However, if you are carrying out training for a specific employer and you have their full name and address you can click the employer search button to enter their details now. When you have clicked "employer search" the following screen will appear



The screenshot shows the 'Search for an Employer' form. It has fields for 'Name' and 'Postcode', and a 'Search' button. Below the search fields is a large empty box for displaying search results.

## UPLOADING DATA - A STEP BY STEP GUIDE

You will then need to enter at least the first two letters of the employer name and at least the first 3 characters of the postcode e.g. TF7, then click search. If the employer you are looking for has an existing record on the database the following screen will appear

**Search for an Employer**

Name:

Postcode:

Company Name	Division Name	Site Name	Address	Town	Postcode	
The RTITB Academy		The RTITB Academy		TELFORD	TF7 4PW	✓
The RTITB Academy		RTITB Direct Entry Exam Services	Access House	Telford	TF7 4PW	✓

You then select the correct employer by clicking on the green tick on the right.

If the employer you are searching for does not have an entry on the database the following will appear "No results, please try again or click 'Add'. You can then add your employer to the database by clicking the "Add" button. The screen below will then appear for you to complete. When you have filled in all the details click "ok".

Tip – you can save time by entering the postcode and clicking "look up" and then choosing the relevant address from the list.

**Add a New Employer**

Name :

Contact :

Address :

Town :

County :

Postcode :

Country :

Telephone No.:

- G1d)** The next step is to enter the training location. There are two options in the drop down list.
- In Centre (periodic training being carried out on your own premises)
  - Off Site (periodic training being carried out at customer premises or other location e.g hired function room)

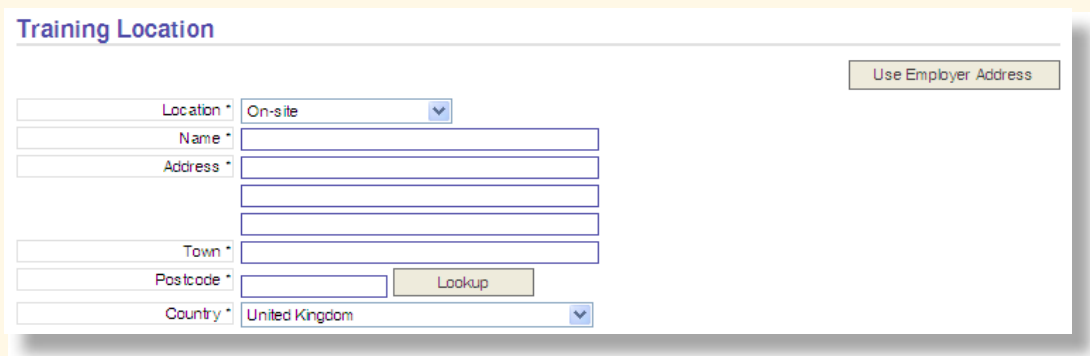
If you select In Centre MDRS will input your centre address automatically

Tip - the screen will go blank for a short time, this is normal.

## UPLOADING DATA - A STEP BY STEP GUIDE

If you select Off Site you then have the choice of entering the address manually or if you are going to the employer's address entered in step E1c click the "use employer address" on the right of the screen which will then insert the employer's address entered above.

Tip – you can save time by entering the postcode and clicking "look up" and then choosing the relevant address from the list.



The screenshot shows a form titled "Training Location". It includes a "Use Employer Address" button. The form fields are: Location (dropdown menu with "On-site" selected), Name (text input), Address (three stacked text inputs), Town (text input), Postcode (text input with a "Lookup" button next to it), and Country (dropdown menu with "United Kingdom" selected).

**G1e)** You then select the title of the course you are pre-registering from the drop down list. Please ensure you select the correct course title. If you are unsure you can click the "view course combination matrix" on the right of the screen which provides a breakdown of each course title and the modules used to make up the course.

Tip - you will need flash player installed to view the combination matrix, this can be downloaded free at <http://get.adobe.com/flashplayer>. If the screen does not load and you have flash player, right click on the blank area and click play.

When you have selected the course from the drop down list the page will refresh and go blank for a short time, this is normal. When the page has refreshed you will see a short description of the course content.

Tip – use this to help you check you have selected the correct course.

**G1f)** Enter the start date of the course.

Tip - This can be entered without the formatting. For example 100909, the system will format the date automatically to 10/09/2009

**G1g)** Enter the start time

Tip – This is in 24 hour clock, you do not need to enter the formatting. For example 700, the system will format the time automatically to 07:00

**G1h)** Enter the end date of the course; please make sure you adhere to the course duration and start/end time requirements if splitting the course into 3.5hr parts.

Tip - This can be entered without the formatting. For example 100909, the system will format the date automatically to 10/09/2009

**G1i)** Enter the end time; please make sure you adhere to the course duration and start/end time requirements if splitting the course into 3.5hr parts.

Tip – This is in 24 hour clock, you do not need to enter the formatting. For example 2300, the system will format the time automatically to 23:00

## UPLOADING DATA - A STEP BY STEP GUIDE

**G1j)** Enter the total course duration (including breaks, lunch etc) in hours.

Tip – please only enter the number. If you enter 7hrs the system will not recognise the entry

**IMPORTANT NOTE** - When pre-registering ADR courses please enter the start time and date and end time and date only of the part of the course that counts as periodic training hours. For example if a 5 day initial course starts at 9am on Monday 16th and ceases at 5pm on Friday 20th, but the section that counts towards periodic training hours is covered from 9am on Tuesday 17th and ends at 5pm on Thursday 19th these are the times and dates that should be pre-registered on MDRS. The hours entered should only be the duration of this section, including breaks not the full ADR course hours. If you are unsure please do not hesitate to contact the Master Driver Team.

**G1k)** Select the instructor(s) from the drop down box(es).

Tip – you need to ensure the instructor(s) you select are eligible to deliver the course combination you selected in step G1e

**G1l)** You then have a choice of two options, add driver(s) or submit the course to RTITB

Add Driver(s)	Submit
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### Adding Drivers

You do not have to enter the driver details at this stage. You can do this after course conclusion before entering the results.

If you do wish to add the drivers at this stage (and they have not conducted periodic training with a consortium member before) you will need their full driving licence number, full name, address, date of birth and full employer name and address. You add new drivers to MDRS by clicking the New Driver button. If they have an existing record on MDRS you will only need the surname and postcode of the driver to add them to the course and they can be found by entering their surname and postcode or full driving licence and clicking Search.

### Add a Driver to the Course

No drivers could be found. Please try again or create a new driver record.

Driving Licence No.	<input type="text"/>
Or	
Surname	<input type="text" value="test"/>
Postcode	<input type="text" value="te1"/>

Back	Search	New Driver
------	--------	------------

### Submitting the course

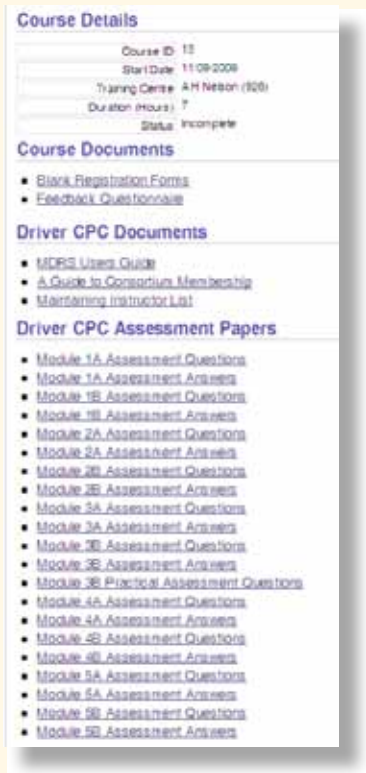
When you click submit, before or after adding drivers, the following will appear

If you wish to print any of the documents below you will need to click OK;



## UPLOADING DATA - A STEP BY STEP GUIDE

You will then be taken to the screen below where you can print the required documentation by clicking on the link and pressing print when the print dialogue box appears.



**Course Details**

Course ID: 13  
Start Date: 11/09/2009  
Training Centre: A H Nelson (926)  
Duration (Hours): 7  
Status: Incomplete

**Course Documents**

- Blank Registration Forms
- Feedback Questionnaire

**Driver CPC Documents**

- MDRS Users Guide
- A Guide to Consortium Membership
- Maintaining Instructor List

**Driver CPC Assessment Papers**

- Module 1A Assessment Questions
- Module 1A Assessment Answers
- Module 1B Assessment Questions
- Module 1B Assessment Answers
- Module 2A Assessment Questions
- Module 2A Assessment Answers
- Module 2B Assessment Questions
- Module 2B Assessment Answers
- Module 3A Assessment Questions
- Module 3A Assessment Answers
- Module 3B Assessment Questions
- Module 3B Assessment Answers
- Module 3B Practical Assessment Questions
- Module 4A Assessment Questions
- Module 4A Assessment Answers
- Module 4B Assessment Questions
- Module 4B Assessment Answers
- Module 5A Assessment Questions
- Module 5A Assessment Answers
- Module 5B Assessment Questions
- Module 5B Assessment Answers

If you do not wish to print documentation at this time click cancel.

Tip - You are able to go back in and print course documentation at any time from MDRS.

### G2 - Cancel Course

This button is used to cancel a pre-registered course that is no longer running.

Tip – if you are looking to cancel the course on the start date or later it will not appear on this screen, you will need to go to the complete a course button.

To cancel a course, highlight the course you wish to cancel by clicking on it. It will then turn yellow. Click “cancel course”.

Create New Course   Cancel Course   Amend Existing Course					
Course ID	Start Date	Training Centre	Duration (hrs)	Entry User	Status
14	13/09/2009	A H Nelson (926)	8		Incomplete

You will then be asked if you are sure you want to cancel the course click “ok” and the course will then be cancelled and removed from the table.

Tip – please ensure you cancel the correct course as once cancelled they cannot be reinstated. If you do cancel the incorrect course you will need to re-enter all the information.

## UPLOADING DATA - A STEP BY STEP GUIDE

### G3 - Amend Existing Course

This button is used to amend the details of a pre-registered course, for example if you wish to add drivers or change the start/end times.

Tip – you can only amend course information prior to the start date. If you need to make amendments after this date you will need to make them when entering the course results.

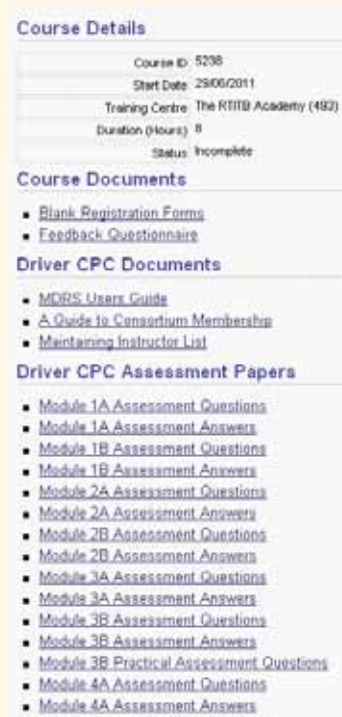
To amend a course, highlight the course you wish to amend by clicking on it. It will then turn yellow. Once the course you wish to amend is selected click “amend existing course”. Once clicked you will be taken to the course information where you are able to make any necessary amendments before pressing the “submit” button to confirm the updated information to RTITB.

### H – Print Course Documentation

This button can be used to access the screen on the following page at any time.

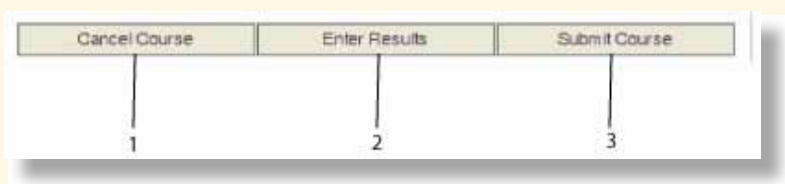
Prior to viewing the screen on the right you will need to select a course to print documentation for. This is done in exactly the same way as cancelling/amending a course.

When you have accessed the screen overleaf the instructions for printing are the same as detailed in G1I previously.



### I – Complete A Course

When you have clicked the “complete a course” button you will see a screen with the following options



#### I1 - Cancel Course

To cancel a course follow the instructions at the top of page 16.

#### I2 - Enter Results

This button is used to enter the results of a course ran by the consortium member.

The first step is to choose the course from the table that you wish to enter results for. You select the course required by clicking on it. It will then turn yellow. You then need to click “Enter Results” This will take you through to the screen overleaf.

## UPLOADING DATA - A STEP BY STEP GUIDE

### Course Details

Course ID *	15
Training Centre *	A H Nelson (926)
Expected No. of Drivers *	1
Status	Incomplete

### Employer Details

Employer Search

### Training Location

Location *	In Centre
Name *	A H Nelson
Address *	DUMMY CENTRE
Town *	TEST PLACE
Postcode *	SY1 1DX
Country *	United Kingdom

View Course Combination Matrix

### Course

Course *	Health & Safety and Personal Wellbeing in Transport (CR)
Description	Health & safety policies; understanding of risks & other hazards Types of accidents in the workplace; requirement for reporting accidents; safety & mobile phones What to do at the scene of a traffic collision; principles of accident reporting Manual handling; correct body movements & posture Importance of physical fitness; balanced eating; effects of alcohol and drugs; effects of fatigue and stress Slips, trips and falls; Personal protective equipment & the importance of correct use
Start Date *	
Start Time *	
End Date *	
End Time *	
Duration (Hours) *	
Instructor 1 *	
Instructor 2	
Instructor 3	

Please amend any of the details above if necessary or click 'Confirm' to continue.

Back Confirm

- 12a) Course Id – this field cannot be edited, however the course ID should be noted for your records as you may be asked to produce information about a certain course at monitoring.
- 12b) Training Centre – this field cannot be edited at this stage
- 12c) Expected No. of Drivers – You will need to enter the actual number of drivers who attended the course in this field
- 12d) Employer Details – If you entered employer details at the pre-registration stage these will appear here. Please check they are accurate and make any amendments as necessary.
- 12e) Training Location – Please check these details are accurate and make any amendments as necessary.
- 12f) Course – Please check the correct course appears, if necessary this can be amended.

Tip – if you amend the course the screen will refresh and go blank for a short time, this is normal.

## UPLOADING DATA - A STEP BY STEP GUIDE

l2g) Start date – Enter the start date of the course.

Tip - This can be entered without the formatting. For example 100909, the system will format the date automatically to 10/09/2009.

l2h) Enter the start time

Tip – This is in 24 hour clock, you do not need to enter the formatting. For example 700, the system will format the time automatically to 07:00.

l2i) End Date - Enter the end date of the course.

Tip - This can be entered without the formatting. For example 100909, the system will format the date automatically to 10/09/2009.

l2l) End time

Tip – This is in 24 hour clock, you do not need to enter the formatting. For example 700, the system will format the time automatically to 07:00

l2m) Enter the duration in hours. The duration must be completed for the whole course including breaks, the correct number of hours for the periodic training will be uploaded to the DSA.

Tip – please only enter the number. If you enter 7hrs the system will not recognise the entry.

**IMPORTANT NOTE** - When completing ADR course information please enter the start time and date and end time and date only of the part of the course that counts as periodic training hours. For example if a 5 day initial course starts at 9am on Monday 16th and ceases at 5pm on Friday 20th, but the section that counts towards periodic training hours is covered from 9am on Tuesday 17th and ends at 5pm on Thursday 19th these are the times and dates that should be recorded on MDRS. The hours entered should only be the duration of this section, including breaks not the full ADR course hours. If you are unsure please do not hesitate to contact the Master Driver Team.

l2n) Select the instructor(s) from the drop down box(es).

Tip – you need to ensure the instructor(s) you select is the instructor(s) who conducted the course.

l2o) Additional Information Box – You can use this box to advise the MDRS team of the reasons behind any changes that have taken place between pre-registration and course completion (for example, different start time, different instructor). Giving this information here will help prevent queries from the MDRS team.

Instructor 2	
Instructor 3	
Additional Information	THE INSTRUCTOR CHANGED FROM PRE-REGISTRATION AS BILL BLOGGS WAS UNWELL ON THE DAY OF THE COURSE

When you have done the above and you are sure the information is accurate click "confirm". If you entered driver details at the pre-registration stage you will be taken to the screen overleaf.

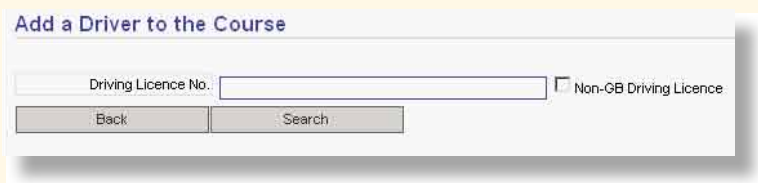


## UPLOADING DATA - A STEP BY STEP GUIDE



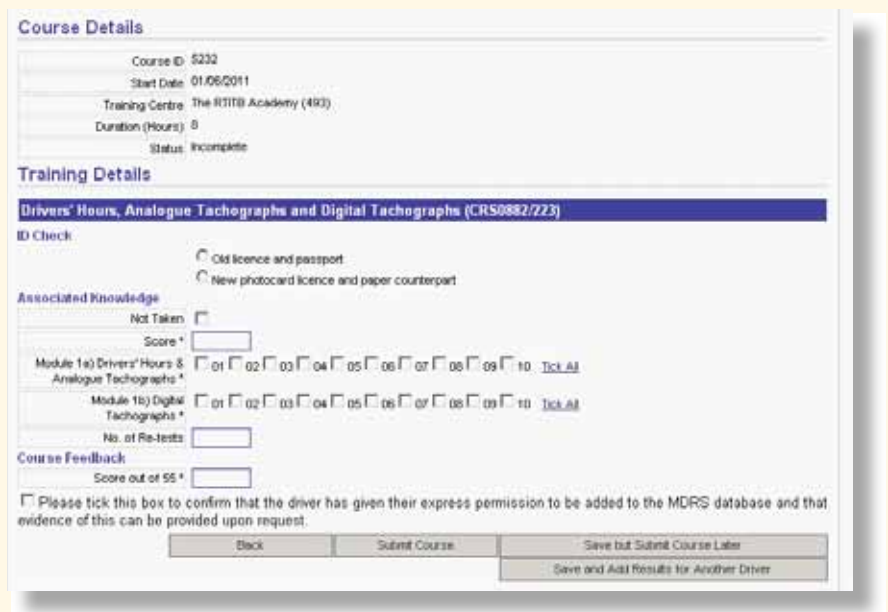
You then have the option of entering the drivers results or removing the driver from the course (for example if they did not arrive for the course).

If you did not enter driver details at the pre-registration stage you will be taken to a screen entitled "Add a driver to the course"



You then search for an existing MDRS record for each driver(s) by entering their full licence number. Please note if the driver does not hold a full (ID card and counterpart) GB/NI licence you will need to tick the "Non-GB Driving Licence" box and on the next screen select the country from which their licence originates. If a record exists their details will appear in the table and you can then enter the record by clicking on the entry line. If a record does not exist a further grey box will appear next to the search (as shown above) entitled New Driver. When this has been clicked you will be taken through to the driver details screen and will need to complete and confirm their personal information and employment status by ticking in the relevant box as either employed, self employed or unemployed.

If you added drivers at the pre-registration stage or if you add a driver now you will see the following screen to record their results on when the above steps have been completed.



## UPLOADING DATA - A STEP BY STEP GUIDE

- I2p) ID Check – Refer to the hard copy course registration form and see which type of ID was seen by the instructor, you then click in the circle relating to the ID produced by the driver.
- I2q) Not Taken – If the driver did not sit the assessment for any reason you will need to click in the “not taken” box. The 4 fields appearing above course feedback will then disappear. (please now go to step G2u) Ignore this field if the driver did undertake the course assessment.

I2r) Score – enter the number of questions the driver answered correctly

I2s) 1st Module assessment results (Module 4a in example) - tick the boxes corresponding to the questions answered correctly by the driver.

Tip – you can click Tick All and then simply untick the questions answered incorrectly to save time.

I2t) 2nd Module assessment results (Module 4b in example) - tick the boxes corresponding to the questions answered correctly by the driver.

Tip – you can click Tick All and then simply untick the questions answered incorrectly to save time.

I2u) No. of retests – if the driver did not reach the required pass mark on their first test please confirm the number of re tests that were taken

I2v) Course Feedback – locate the hard copy Driver Feedback Form. At the bottom of this form should be the total marks out of 55. Copy the number from this form to the field on the screen.

I2w) Data Protection Confirmation – please click in the box on the left to confirm that the driver has given permission for their details to be added to MDRS. Drivers should not be uploaded to MDRS if they have not given express permission.

2x) You then need to click one of the boxes below;

Submit Course	Save and Add Results for Another Driver
---------------	---

Submit course will take you through to the payment screen whilst save and add results for another driver allows you to add further driver results.

Please ensure you have entered all drivers before submitting the course and that you have your card details to hand.

When payment has been made and submitted you will receive a confirmation email from masterdrivercpc@rtitb.co.uk.

You will then receive a further confirmation email from the Master Driver team when each individual driver has been uploaded to the DSA. Please ensure you receive the correct amount of emails for each course and in case of any discrepancies contact us via masterdrivercpc@rtitb.co.uk.

If you are unsure about any of the above please do not hesitate to contact the Master Driver Team on 01952 520200 (option 2, option 4).

## THE QUERY PROCESS

If you submit course results to RTITB and there is a query on the information provided you will be contacted by email within 24 hours, Monday – Friday excluding public holidays.

You will need to respond (by email/phone/fax) to the Master Driver Team within 24 hours to ensure the course data can be uploaded to DSA within their stipulated time frame. It is the responsibility of the MDC Member to respond to queries within the published timeframes (1 working day) to ensure training hours are not lost.

All query emails will be sent to your designated administration email address as provided on the Master Driver CPC Membership Information Form and will be sent from [masterdrivercpc@rtitb.co.uk](mailto:masterdrivercpc@rtitb.co.uk).

**IMPORTANT NOTE** - Failure to respond within the time frame may result in the periodic training being invalid due to DSA upload time stipulations.

One of the most common queries when uploading to MDRS arises from licence numbers. Please note that all drivers attending periodic training (who hold the appropriate licence entitlement) can be uploaded to MDRS but only those holding a full (ID card and counterpart) GB/NI licence are uploaded to DSA. Drivers holding other licences should retain their receipts of training until 35 hours have been completed and then contact the DSA for a DQC1 application form which allows them to apply for their Driver Qualification Card. Further information can be found at [www.businesslink.gov.uk/drivercpc](http://www.businesslink.gov.uk/drivercpc).

EXAMPLE CERTIFICATE



# CERTIFICATE OF TRAINING

*This is to certify that*

***Andrew Sample***

**Driver Licence no: SAMPL033CJ8GH**

*has attended and passed the following course*

**Drivers' Hours, Analogue Tachographs and Digital Tachographs**

**CRS0882/223**

**7 hours**

**Completed On**

**04/11/2010**

*Provided by*

**Top Notch Training Ltd**

*A member of the RTITB Master Driver CPC  
Jaupt Approved Consortium (AC00223)*

Laura Nelson  
Operations Director  
RTITB

Mike Williams  
Chairman  
RTITB

To verify this certificate or for further information  
please telephone 01952 520211 or email  
masterdrivercpc@rtitb.co.uk

Registered in England Number: 2476398  
VAT Registration Number: 557 016153  
RTITB, Access House, Halesfield 17, Telford, TF7 4PW  
masterdrivercpc@rtitb.co.uk



## EXAMPLE RECORD OF ATTENDANCE (RECEIPT OF TRAINING)



### RECORD OF ATTENDANCE

*This document confirms that*

*Andrew Sample*

**Driver Licence no: SAMPL705033CJ8GH**

*attended the following course*

**Digital Tachographs, Personal Wellbeing, Health & Safety in Transport**

**CRS1645/223**

**7 hours**

*Completed On:*

**10 September 2010**

*Provided by*

**Top Notch Training Limited**

*A member of the RTITB Master Driver for CPC Consortium*

*JAUPT Approved Consortium (AC00223)*



Laura Nelson  
Operations Director  
RTITB



Mike Williams  
Chairman  
RTITB

To verify this record of attendance or for further information  
please telephone 01952 520211 or email  
[masterdrivercpc@rtitb.co.uk](mailto:masterdrivercpc@rtitb.co.uk)

Registered in England Number: 2476398  
VAT Registration Number: 557 016153  
RTITB, Access House, Halesfield 17, Telford, TF7 4PW  
[masterdrivercpc@rtitb.co.uk](mailto:masterdrivercpc@rtitb.co.uk)

## EXAMPLE ASSESSMENT FEEDBACK REPORT

RTITB Master Driver for CPC Consortium  
AC00223

Consortium Member:  
Top Notch Training Ltd



### Master Driver For CPC Associated Knowledge Assessment Feedback Report

Driver's Name	Tom Jones
Driver Licence No.	JONES123456XBN56
Course Title	Drivers' Hours, Analogue Tachographs and Digital Tachographs
Date of Assessment	18 September 2010
Assessment Result (Pass Mark 80%)	60%

During the above assessment the driver did not demonstrate a complete understanding of questions related to the areas listed below:

- Break periods, maximum daily driving time and daily rest periods
- EU Regulations, the use of tachographs and drivers' responsibilities for keeping records
- Maximum fortnightly driving time and split daily rests
- Printouts and printer operating procedures and record keeping when operating both digital and analogue tachographs
- The Regulations governing the use of digital tachographs and the operating system
- Universal Co-ordinated Time (UTC) and the manual entry procedure



## ADDING/REMOVING INSTRUCTORS TO/FROM YOUR MEMBERSHIP

Please allow 3 working days for processing.

### Master Driver Registration Scheme INSTRUCTOR INFORMATION UPDATE FORM

Consortium Member Name:	
RTITB Consortium Member Reference No:	
Name of Person Completing Form:	
Position within Organisation:	
Contact Number:	
Contact Email Address:	

**Please add the following RTITB Registered Instructors to our Master Driver CPC Consortium Membership as of the date shown below:** (Please note all instructors must be registered with RTITB as an instructor AND have attended Module Delivery Training in order to be added to your membership)

Name of instructor:	RTITB Instructor Reg No:	Date commenced representing your organisation:

**Please delete the following RTITB Registered Instructors to our Master Driver CPC Consortium Membership as of the date shown below:** (Please note the date shown below cannot be BEFORE the instructor stopped providing training on your behalf)

Name of instructor:	RTITB Instructor Reg No:	Date ceased representing your organisation:

Upon completion of the above please return this form to the Master Driver CPC Team via one of the following methods (please keep a copy for your records):

Email: [masterdrivercpc@rtitb.co.uk](mailto:masterdrivercpc@rtitb.co.uk)

Fax: +44(0)1952 520201

Post: Master Driver CPC Team, Access House, Halesfield 17, Telford. TF7 4PW

## REPLACEMENT CERTIFICATE/RECORD OF ATTENDANCE REQUEST FORM

Please allow 10 working days for processing.

Complete and return to:  
RTITB  
Access House  
Halesfield 17  
Telford  
TF7 4PW

Complete and return to:  
masterdrivercpc@rtitb.co.uk  
Fax: +44(0)1952 520201

### Receipt of Training / Certificate Request Form

#### I would like to request the following:

Receipt of Training £6.95 +VAT ☐ Certificate of Training £6.95 + VAT ☐

#### Personal Information

Title:

Last Name:  First Name(s):

Address:

Town:

County:  Country:

Post Code:  Driving Licence Number:

Email:

Course Title:

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Address to send Receipt/Certificate to: (only complete if different to above)

Address to send receipt to: (only complete if different to above)

#### I Enclose

☐ Payment as detailed below (applications must include a valid form of payment)

#### Payment Information

☐ I enclose a cheque made payable to RTITB

☐ I enclose a postal order made payable to RTITB

☐ I wish to pay by credit/debit card (please write a contact telephone number for us to contact you on to take payment)

**Complete and return to: RTITB, Access House, Halesfield 17, Telford, TF7 4PW**

RTITB would like to keep customers informed of their products and services by email and post and/or telephone. Please write to RTITB at the address above if you specifically do not want to receive this information. RTITB will not pass your email address to third parties for marketing purposes, but may from time to time make your name, postal address, and/or telephone number available to carefully screened companies whose products we believe may be of interest to you. However, if you specifically do not want your details passed to third parties please tick here. ☐



## FREE ADDITIONAL SERVICES

### COURSEFINDER

All courses pre-registered on MDRS by MDC members delivering Driver CPC periodic training on a commercial basis subsequently appear on RTITB course finder. This additional service is free of charge.

Coursefinder is a page on the RTITB website that allows drivers and employers looking for Driver CPC periodic training to locate courses and training providers meeting their requirements.

It is therefore beneficial to add a programme of courses to MDRS well in advance of their delivery to maximise the opportunity offered by this webpage.

### HEADACHE LEAFLET

RTITB have developed a marketing leaflet for use by MDC members to promote the benefits of using Master Driver for the delivery of periodic training. The leaflet outlines the key features of the Master Driver programme and has a section that allows MDC members to add their own business details. The leaflet appears on the print documentation section of MDRS. There are 2 versions of the leaflet, one which can be downloaded and printed internally on A4 paper and one which can be sent to a professional printing company for production.



### Marketing Material

We have provided Master Driver Consortium members with an RTITB leaflet that can be used to promote your business. These leaflets have a section on the back page to enter your own company details to direct interested parties straight to you. To download the leaflets please click on the links below.

- [MDCPC Leaflet – print professionally](#)
- [MDCPC Leaflet – print at home](#)

### MDRS ADMINISTRATION BRIEFING

MDRS has been designed to be simple and easy to use however we appreciate that some assistance may still be required when first using the system. In view of this we run free administration briefings, approximately every 8 weeks, at our offices in Telford, Shropshire. At the briefing we run through, in full, the use of MDRS and offer hints and tips for effective and efficient use. Dates and booking information for the briefings can be found at [www.rtitb.co.uk/events/forthcoming](http://www.rtitb.co.uk/events/forthcoming).

## MDRS & DRIVER CPC PERIODIC TRAINING REQUIREMENTS (SUMMARY)

Full, detailed information regarding the delivery of periodic training can be found in the Master Driver Consortium Member Guidance.

### Driver & Course Requirements

The course combination matrix (found on the Master Driver CPC Modular Course DVD) illustrates the wide range of “course options” available to employers and drivers. The flexibility provided by the course options will allow both driver and organisational need to be met whilst maximising training opportunities.

JAUPT approved training must be delivered in one of the following ways;

- One 35 hour (5 Day) block
- 7 hour (1 Day) blocks
- Multiples of 7 hour blocks i.e. 14 hours (2 Days) 21 hours (3 days)
- 3.5 hours sessions, provided that the second 3.5 hour session commences within 24 hours of the first 3.5hr session finishing (thus enabling training to be better suited to operational needs and allowing evening training to be undertaken etc)

Where courses are delivered in blocks of seven hours i.e. 14, 21, 28 or 35 the full course must be delivered within the approval year and drivers must complete the full course for any of the hours to count towards periodic training. E.g. if a driver completes only 28 hours of a 35 hour course, except in exceptional circumstances and at the discretion of JAUPT, none of the hours will count. In order to minimise the potential of this JAUPT ruling Master Driver courses are organised as 7 hour stand alone courses which can be delivered on consecutive 7 hour days, so that if a driver is taken ill or called away from a course as a result of unavoidable operational need each 7 hour day previously completed is counted towards the driver periodic training hours requirement.

All courses must be registered with RTITB via MDRS at least 24 hours before commencing.

Driver's licences and identity must always be checked at course commencement. Driver's must produce one of the following;

- Old style paper licence AND current valid passport
- Valid photocard licence AND paper counterpart

Driver's cannot attend/complete the course unless this is seen by the instructor. This is a JAUPT requirement. Note: Drivers must complete the full course for the hours to count towards periodic training.

**IMPORTANT NOTE** - If a driver's photo card licence has expired the driver is not eligible for Driver CPC periodic training and any training carried out does not count towards periodic training.

### Instructor Requirements

In order to deliver Master Driver CPC periodic training on behalf of a consortium member the instructor must meet the following requirements;

- Be registered with RTITB as one of the following; LGV Driving Instructor, LGV Driving Assessor, Industrial & Commercial Instructor, Fork Lift Instructor
- Be recorded as working for the consortium member on the RTITB database (see page 26 for adding/deleting instructors from your membership)
- Have attended the appropriate 1 day Module Delivery Training course with RTITB
- Have provided RTITB with a copy of both parts of their licence (whether they hold LGV entitlements or not, if they do not have a licence this must be verified to RTITB in writing)

Please see the Master Driver Consortium Member Guidance for more detailed information. It is important you read the requirements to ensure your periodic training data can be uploaded to DSA.

## DATA PROTECTION & MDRS - GUIDANCE & INFORMATION

RTITB is registered under the Data Protection Act 1998, registration number Z4923730. The register entry describes, in general terms, the data being processed by RTITB. It contains four purposes; staff administration; advertising; marketing and public relations; accounts and records and licensing and registration. The latter purpose description includes the administration of licensing or maintenance of official registers. The data classes are education and training.

A potential issue arises if a consortium member registers an individual trainee online without getting the explicit consent of the data subject (trainee/operator).

As a training provider it is probable that you have your own data protection registration and systems to deal with the situation previously described. However on page 27 is a data consent register. Should you not have an existing 'form' to record the consent of drivers to MDRS data collection then this form can be used.

As your organisation is collecting personal data, to operate in compliance with the Data Protection Act (1998) you must issue a Fair Processing Notice to data subjects (trainees). This must inform the person of the purpose for the collection of data and the identity of who, if anyone, you will be sharing it with. Your Fair Processing Notice must therefore inform trainees that your organisation will share their data with the DSA and RTITB, for the purpose of recording completed training hours. The inclusion of this information in your Fair Processing Notice may be checked as part of future monitoring visits.

The Joint Approvals Unit for Periodic Training (JAUPT) recommends that the data subjects (trainees) are informed of the Fair Processing Notice before the Periodic Training course commences by both verbal and written methods i.e. This notice may be covered verbally with a supporting written Fair Processing notice - for example with a handout.

### MDRS Data Consent

#### Introduction

The handling of personal data has to comply with legal requirements covering such things as the way in which this information is acquired, how it is processed and the extent to which it is disclosed or transferred to others.

Your explicit consent is required to the gathering of your personal data. RTITB does not transfer information to countries outside the European Economic Area, nor will we provide your information to third parties for marketing purposes. RTITB requires confirmation of consent from individuals who have been trained by Master Driver consortium members, in respect of personal information being placed on MDRS.

MDRS is a centralised registration and certification system for Driver CPC periodic training. Your consent is required for the consortium member to gather data about you. Please note that the MDRS database is not open to viewing by the public, only to those consortium members that have been provided with the necessary user name and security password.

Personal and training details are forwarded to RTITB for entry to the database by consortium members via the RTITB web based online registration system. Only those consortium members that have trained you and RTITB have the capability of viewing the personal information you consent to provide.

#### Important please read carefully

Before signing the consent register below please take the time to read the list of details which will be provided to RTITB on your behalf. If you object to any of the details being provided to RTITB please discuss this with the consortium member. Not all of the details are mandatory only those marked with an asterix. If you do not wish to provide the mandatory information it will not be possible for RTITB to enter your name to the MDRS database or for you to participate in Master Driver CPC periodic training.

#### Confirmation of Consent

I agree to having the details listed below entered on the MDRS database, unless I subsequently withdraw my consent in writing to RTITB. I agree to my details being disclosed to present or prospective employers, for legal reasons and to enable RTITB to remind me when my driver cpc is due for completion. I understand the data I have agreed to provide will be used in accordance with the relevant legislation, including the Data Protection Act 1998.

Title

\*Full Name

\*Address

Telephone Number:

Email Address

\*Date of Birth

\*Driving Licence Number

\*Course Title

\*Location of Course

\*Start and End Date of Course

\*Duration of Training

\*Assessment Result

[illegible]

## USEFUL WEBSITES

### Useful documents

Master Driver CPC Modular Training DVD user guide  
Master Driver CPC Course Delivery guide  
Master Driver CPC Consortium Code of Practice  
JAUPT Guide to Periodic Training  
JAUPT Guide for Consortia

### Useful Websites

[www.drivercpc.org](http://www.drivercpc.org)  
[www.skillsforlogistics.org/index/training/driver-cpc](http://www.skillsforlogistics.org/index/training/driver-cpc)  
[www.businesslink.gov.uk/cpc/](http://www.businesslink.gov.uk/cpc/)

Please note this is not an exhaustive list.

**Contact us:** Telephone: +44(0)1952 520200 (Option2, option 4)  
Email: [masterdrivercpc@rtitb.co.uk](mailto:masterdrivercpc@rtitb.co.uk)  
Web: [www.rtitb.co.uk/mdrs](http://www.rtitb.co.uk/mdrs)

